



Tennessee Regulatory Authority

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TRA Accepts Settlements from Do Not Call Program Violators

Nashville – The Tennessee Regulatory Authority (TRA) today accepted settlement agreements between the TRA's Consumer Services Division and two companies found to be in violation of Tennessee's Do Not Call statute.

A TRA investigation stemming from consumer complaints found that Dallas, Texas based Excel Communications Inc. and Champion Carpet Specialist of Memphis, Tennessee were found to have engaged in telephone solicitation activities to residential consumers whose telephone numbers are listed on the state's Do Not Call registry. A combined total of (12) twelve consumer complaints were filed against the two companies.

As part of their settlement agreements, Excel and Champion will pay fines of \$5,000 and \$2,000, respectively, for the telephone solicitation violations, and will each pay the annual registration fee of \$500 that state law requires telephone solicitors to pay prior to soliciting in Tennessee. Both companies acknowledged their failure to comply with state's statutes and rules governing operation of the Do Not Call program.

"The rules require that companies first register with the TRA before telephone soliciting in the state, and once registered, not contact those consumers who are on the no-call list," says Eddie Roberson, Chief of the TRA's Consumer Services Division. "In this case, the companies were found to be in violation of both – the failure to register and for contacting registered consumers."

Both companies have suspended all telephone solicitation activities in Tennessee until they become registered with the TRA.

For information about the Do Not Call program, visit the TRA web site at www.state.tn.us/tra

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